Ionia Dial-A-Ride Passenger Rights and Responsibilities

All Ionia Dial-A-Ride passengers have a right to:

- 1. A safe, comfortable, and clean vehicle
- 2. A courteous and knowledgeable driver
- 3. Equipment that has been inspected and drivers who have received training in the safe and effective use of lifts, ramps and restraints
- 4. Service provided on a timely basis
- Prompt response to all comments and concerns regarding Ionia Dial-A-Ride issues
- 6. Be treated with dignity and respect by all Ionia Dial-A-Ride employees

All Ionia Dial-A-Ride passengers are responsible for:

- 1. Respecting other passengers and Ionia Dial-A-Ride employees
- 2. Paying fare as required, and showing proper identification upon request
- 3. Providing a safe, accessible path of travel from the door of residence to the vehicle
- 4. Canceling scheduled rides in a timely manner
- 5. Making any special requests/instructions at the time of reservation
- 6. Understanding that service delays may result from circumstances that are beyond the control of the operator (traffic delays, inclement weather, vehicle breakdown)